
Assessing Access Services: Implementing a 5-year Plan for Sustainable Assessment

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Spring 2017 Enrollment 5627

- Undergraduate 3064
- Graduate 1842
- Law 721

University Mission & Library Strategic Plan

- *use existing and new user research data and explore initiatives in the literature in order to find and implement cost effective solutions that address concrete needs in the library*
- *carefully analyze usage of resources in order to make data-driven decisions about purchases and subscriptions and to identify areas for cost savings*
- *increase access to collections and awareness of their availability to faculty, staff and students*

Gathering Data

- *Use existing data*
- *Create new data*
- *Combine both existing & new*

Analyze & Interpret

- *Unexpected outcomes*
- *Confirm anecdotal evidence*
- *Disprove theories*

Plan for Improvement

- *Use data to influence decision making*

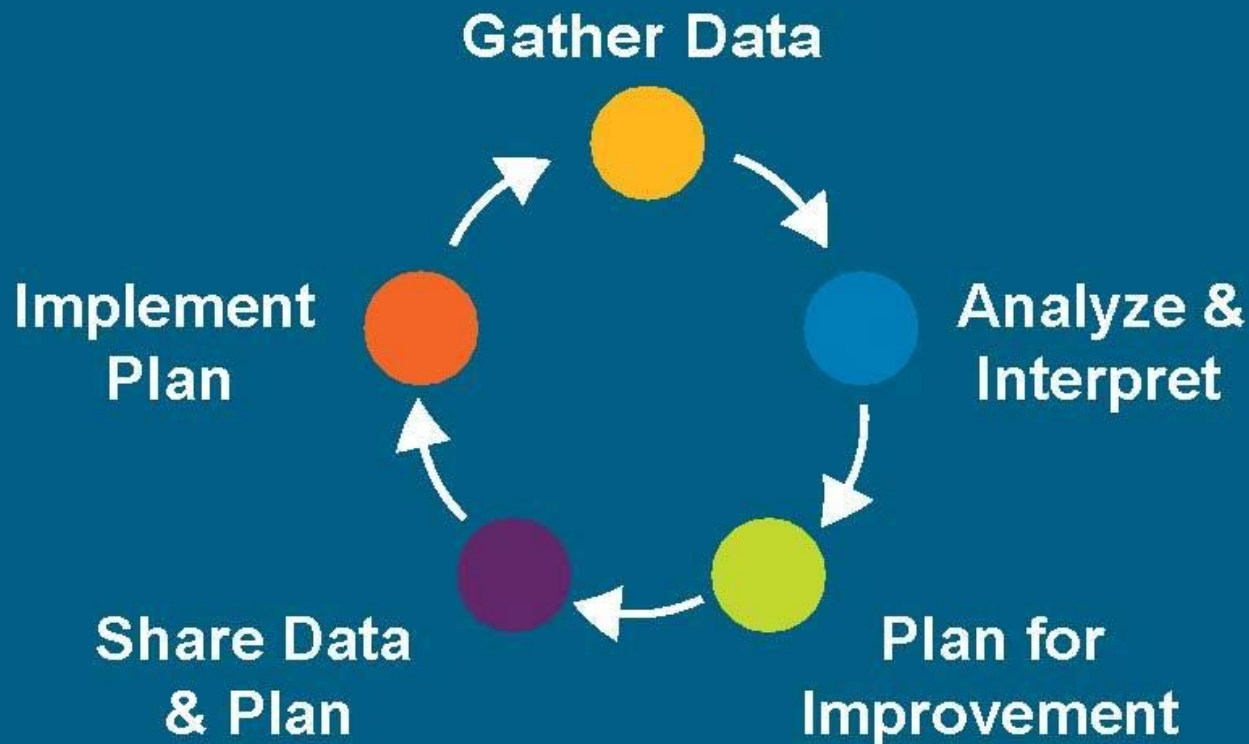
Share Data and Plan

- *Accountability*
- *Avoid duplication*
- *Recognize opportunity*

Implement Plan

- *Data promotes “buy-in”*

Full Assessment Life Cycle



| Transaction... | Username | Request T... | Loan Author | Loan Title | Loan Publis... | Loan Place | Loan Date | Loan Edition | Photo Jour... | Photo Jour... | Photo Jour... | Photo J |
|----------------|----------|--------------|-----------------|------------------|----------------|------------|-----------|--------------|-----------------|---------------|---------------|---------|
| 91509 | 1005004 | Artide | | | | | | | Labour eco... | 8 | 4 | |
| 82819 | 1005004 | Loan | Jablecki, Ju... | Volatility as... | | | 2015 | | | | | |
| 83986 | 1005013 | Artide | | | | | | | American S... | 80 | 2 | |
| 84468 | 1005013 | Artide | | | | | | | PharmacoE... | 733 | 1 | |
| 82031 | 1005013 | Artide | | | | | | | Journal of ... | 38 | 4 | |
| 82024 | 1005013 | Artide | | | | | | | Sex roles | 72 | 5-6 | |
| 82315 | 1005013 | Artide | | | | | | | Public Healt... | | | |
| 87696 | 1005014 | Artide | | | | | | | Orthopedics | 36 | 6 | |
| 90430 | 1005014 | Artide | | | | | | | Journal of ... | 46 | 1 | |
| 87700 | 1005014 | Artide | | | | | | | Neurobiolo... | 34 | 6 | |
| 90528 | 1005014 | Artide | | | | | | | Lancet (No... | 387 | 10026 | |
| 88553 | 1005014 | Artide | | | | | | | Harvard Bu... | | | |
| 86198 | 1005014 | Artide | | | | | | | European J... | 49 | 9/10 | |
| 86212 | 1005014 | Artide | | | | | | | European J... | 49 | 1/2 | |
| 81448 | 1005014 | Artide | | | | | | | Journal of ... | 62 | 6 | |
| 87699 | 1005014 | Artide | | | | | | | Transfusion | | | |





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View Run Select Make Table Append Update Crosstab Delete Union Pass-Through Data Definition Show Table Builder Insert Rows Delete Rows Return: All Insert Columns Delete Columns Totals Parameters Table Names Property Sheet

All Access Objects
FY 2016 TN Count

Search...

- sys_trace_categories
- sys_trace_columns
- sys_trace_event_bindings
- sys_trace_events
- sys_trace_subclass_values
- sys_traces
- sys_transmission_queue
- sys_trigger_event_types
- sys_trigger_events
- sys_triggers
- sys_type_assembly_usages
- sys_types
- sys_user_token
- sys_via_endpoints
- sys_views
- sys_xml_indexes
- sys_xml_schema_attributes
- sys_xml_schema_collections
- sys_xml_schema_componen...
- sys_xml_schema_componen...
- sys_xml_schema_elements
- sys_xml_schema_facets
- sys_xml_schema_model_gr...
- sys_xml_schema_namespa...
- sys_xml_schema_types
- sys_xml_schema_wildcard...
- sys_xml_schema_wildcards

Queries

- FY 2016 Borrowing
- FY 2016 Cancelled
- FY 2016 TN Count
- FY 2017 TN Count

dbo_Transactions

- TransactionNumber
- Username
- RequestType
- LoanAuthor
- LoanTitle
- LoanPublisher
- LoanPlace
- LoanDate
- LoanEdition
- PhotoJournalTitle
- PhotoJournalVolume
- PhotoJournalIssue
- PhotoJournalMonth
- PhotoJournalYear
- PhotoJournalInclusivePages
- PhotoArticleAuthor
- PhotoArticleTitle
- Citation

dbo_UsersALL

- UserName
- LastName
- FirstName
- SSN
- Status
- EmailAddress
- Phone
- MobilePhone
- Department
- NVTGC
- Password
- NotificationMethod
- DeliveryMethod
- LoanDeliveryMethod
- LastChangedDate
- AuthorizedUsers
- Cleared
- Web

| Field: | UserName | Status | Department | TransactionN | ProcessType | CreationDate |
|-----------|-------------------------------------|--------------------------|--------------------------|-------------------------------------|--------------------------|--------------------------|
| Table: | dbo_UsersAL | dbo_UsersAL | dbo_UsersAL | dbo_Transact | dbo_Transact | dbo_Transact |
| Total: | Group By | Group By | Group By | Count | Group By | Group By |
| Sort: | | | | | | |
| Show: | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Criteria: | | | | | <>"Lending" >=#7/1/2015 | |
| or: | | | | | | |

View
 Paste
 Copy
 Format Painter
 Filter
 Ascending
 Descending
 Remove Sort
 Selection
 Advanced
 Toggle Filter
 Refresh All
 New
 Save
 Delete
 More
 Totals
 Spelling
 Find
 Go To
 Select

Calibri
 11
 B
 I
 U
 A
 ab

All Access Objects

- Search...
- sys_trace_categories
 - sys_trace_columns
 - sys_trace_event_bindings
 - sys_trace_events
 - sys_trace_subclass_values
 - sys_traces
 - sys_transmission_queue
 - sys_trigger_event_types
 - sys_trigger_events
 - sys_triggers
 - sys_type_assembly_usages
 - sys_types
 - sys_user_token
 - sys_via_endpoints
 - sys_views
 - sys_xml_indexes
 - sys_xml_schema_attributes
 - sys_xml_schema_collections
 - sys_xml_schema_compose...
 - sys_xml_schema_compose...
 - sys_xml_schema_elements
 - sys_xml_schema_facets
 - sys_xml_schema_model_gr...
 - sys_xml_schema_namespa...
 - sys_xml_schema_types
 - sys_xml_schema_wildcard...
 - sys_xml_schema_wildcards
- Queries
- FY 2016 Borrowing
 - FY 2016 Cancelled
 - FY 2016 TN Count
 - FY 2017 TN Count

FY 2016 TN Count

| UserName | CountOfTrar |
|----------|-------------|
| 1005014 | 1 |
| 1005014 | 1 |
| 1005014 | 1 |
| 1005018 | 1 |
| 1005019 | 1 |
| 1005089 | 1 |
| 1005120 | 1 |
| 1005173 | 1 |
| 1005187 | 1 |
| 1005429 | 1 |
| 1005429 | 1 |
| 1005973 | 1 |
| 1011948 | 1 |
| 1011948 | 1 |
| 1025698 | 1 |
| 1025698 | 1 |
| 1025698 | 1 |
| 1025698 | 1 |
| 1025698 | 1 |
| 1025698 | 1 |
| 1031617 | 1 |
| 1031617 | 1 |
| 1039312 | 1 |
| 1039312 | 1 |
| 1050189 | 1 |
| 1053427 | 1 |
| 1054165 | 1 |
| 1054165 | 1 |
| 1054165 | 1 |
| 1054165 | 1 |
| 1054165 | 1 |
| 1062483 | 1 |
| 1070308 | 1 |
| 1080420 | 1 |
| 1080420 | 1 |
| 1080420 | 1 |
| 1080798 | 1 |
| 1096611 | 1 |
| 1109831 | 1 |

Record: 14 of 1 No Filter Search

Unique Users.xlsx - Excel

FILE HOME INSERT PAGE LAYOUT FORMULAS DATA REVIEW VIEW ANALYZE DESIGN

PivotTable Recommended PivotTables Tables Pictures Online Pictures Illustrations Store My Apps Add-ins Recommended Charts Charts Sparklines Line Column Win/Loss Slicer Timeline Filters Links Hyperlink Text Equation Symbol Symbols

H7 : Row Labels

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N |
|----|----------|-------------------|---|---|---|---|---|------------|-------------------|---|---|---|---|---|
| 1 | UserName | TransactionNumber | | | | | | | | | | | | |
| 2 | 1005004 | 1 | | | | | | | | | | | | |
| 3 | 1005004 | 1 | | | | | | | | | | | | |
| 4 | 1005013 | 1 | | | | | | | | | | | | |
| 5 | 1005013 | 1 | | | | | | | | | | | | |
| 6 | 1005013 | 1 | | | | | | | | | | | | |
| 7 | 1005013 | 1 | | | | | | Row Labels | Count of UserName | | | | | |
| 8 | 1005013 | 1 | | | | | | 1005004 | 2 | | | | | |
| 9 | 1005014 | 1 | | | | | | 1005013 | 5 | | | | | |
| 10 | 1005014 | 1 | | | | | | 1005014 | 9 | | | | | |
| 11 | 1005014 | 1 | | | | | | 1005018 | 24 | | | | | |
| 12 | 1005014 | 1 | | | | | | 1005019 | 13 | | | | | |
| 13 | 1005014 | 1 | | | | | | 1005025 | 1 | | | | | |
| 14 | 1005014 | 1 | | | | | | 1005042 | 1 | | | | | |
| 15 | 1005014 | 1 | | | | | | 1005071 | 1 | | | | | |
| 16 | 1005014 | 1 | | | | | | 1005079 | 1 | | | | | |
| 17 | 1005014 | 1 | | | | | | 1005080 | 2 | | | | | |
| 18 | 1005018 | 1 | | | | | | 1005089 | 46 | | | | | |
| 19 | 1005018 | 1 | | | | | | 1005104 | 1 | | | | | |
| 20 | 1005018 | 1 | | | | | | 1005111 | 1 | | | | | |
| 21 | 1005018 | 1 | | | | | | 1005116 | 2 | | | | | |
| 22 | 1005018 | 1 | | | | | | 1005120 | 5 | | | | | |
| 23 | 1005018 | 1 | | | | | | 1005153 | 7 | | | | | |
| 24 | 1005018 | 1 | | | | | | 1005160 | 7 | | | | | |
| 25 | 1005018 | 1 | | | | | | 1005173 | 2 | | | | | |
| 26 | 1005018 | 1 | | | | | | 1005187 | 1 | | | | | |
| 27 | 1005018 | 1 | | | | | | 1005225 | 5 | | | | | |
| 28 | 1005018 | 1 | | | | | | 1005276 | 1 | | | | | |
| 29 | 1005018 | 1 | | | | | | 1005279 | 6 | | | | | |
| 30 | 1005018 | 1 | | | | | | 1005390 | 25 | | | | | |
| 31 | 1005018 | 1 | | | | | | 1005429 | 36 | | | | | |
| 32 | 1005018 | 1 | | | | | | 1005433 | 1 | | | | | |
| 33 | 1005018 | 1 | | | | | | 1005444 | 5 | | | | | |
| 34 | 1005018 | 1 | | | | | | 1005445 | 3 | | | | | |
| 35 | 1005018 | 1 | | | | | | 1005506 | 3 | | | | | |
| 36 | 1005018 | 1 | | | | | | 1005562 | 1 | | | | | |

PivotTable Fields

Choose fields to add to report:

☒ UserName

☐ CountOfTransactionNumber

MORE TABLES...

Drag fields between areas below:

FILTERS

COLUMNS

ROWS

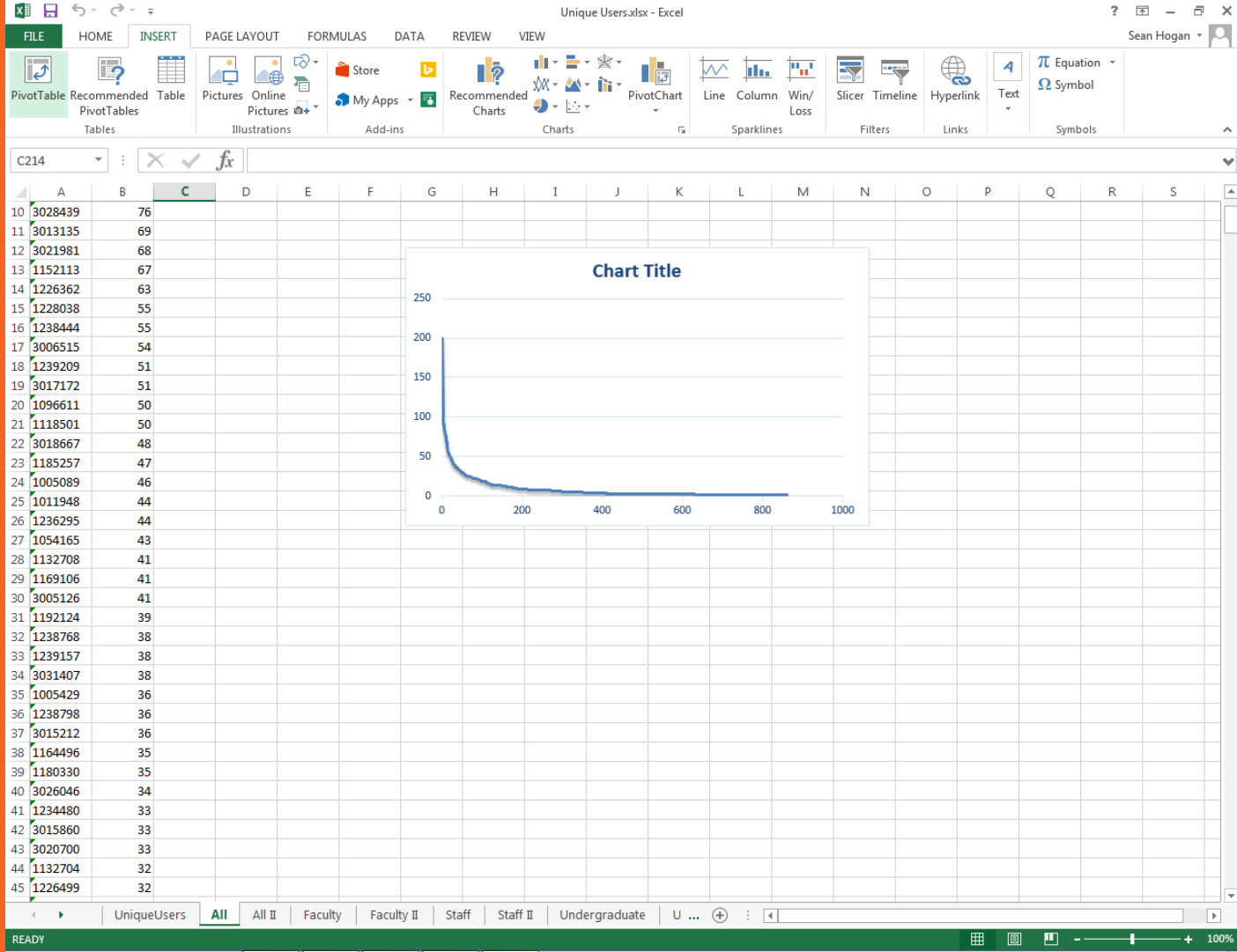
VALUES

UserName

Count of User...

Defer Layout Update

UPDATE



Departments: Staff - School of Public Affairs - School of Business
Other – Unlisted - Office Managers and Staff - Music
Law School - Law - Langsdale - Institutes/Centers
College of Public Affairs - College of Arts and
Sciences - College of - Art

Status: Undergraduate - Graduate - Faculty - Law
Student

“Blank Status” - Staff - Full-Time Law Faculty - Law
Library Staff - DistanceEd-Grad - Distance Ed Grad
Law Staff - ShadyGrove-Grad

Departments compose each academic division led by a dean, and then the rest of the university's non-academic divisions' staff.

Departments: College of Arts and Sciences - College of Public Affairs -
School of Business - School of Law - Langsdale Library
Non-Academic Divisions

Status describes a user's primary role on within the university community.

Status: Undergraduate - Graduate - Faculty - Staff - Law
Student -
Law Faculty - Law Staff

MS Access extract

7210 non-lending requests

6220 adjusted non-lending requests

861 unique users

783 adjusted unique users

Web Reports

5773 non-lending requests

5986 Registered Users by Department

- Under reporting our work by 13%
- Know how many users use ILL

Item Status

| | |
|-------------------------------------|-------------|
| <i>Request Finished</i> | 5547 |
| <i>Cancelled by Staff</i> | 608 |
| <i>Cancelled by Customer</i> | 9 |
| <i>Checked Out to Customer</i> | 14 |
| <i>Customer Notified via E-Mail</i> | 12 |
| <i>Request Sent</i> | 30 |

School of Business

274 Borrowing Requests processed in FY 2016

63 unique users

- 28 Undergraduates made 72 requests
- 15 Graduates made 52 requests
- 19 Faculty made 149 requests
- 1 staff made 1 request

4.35 requests per user average

College of Arts & Sciences

3507 Borrowing requests processed in FY 2016

357 unique users

- 186 Undergraduates made 1532 requests
- 122 Graduates made 1215 requests
- 45 Faculty made 750 requests
- 4 Staff made 10 requests

9.79 requests per user average

College of Public Affairs

1990 Borrowing requests processed in FY 2016

212 unique users

- 60 undergraduates made 338 requests
- 116 graduates made 1249 requests
- 26 faculty made 351 requests
- 2 staff made 6 requests
- 1 made 3 requests
- 1 Distance Ed Grad made 1 request
- 5 DistanceEd-Grad made 28 requests
- 1 ShadyGrove-Grad made 14 requests

9.34 requests per user average

Langsdale Library

352 Borrowing requests processed in FY 2016

31 unique users

- 10 undergraduates made 45 requests
- 2 graduates made 25 requests
- 14 faculty made 162 requests
- 6 staff made 120 requests

11 requests per user average

Canceled Requests

Number of User
Requests

Users with 0 Filled

Percent of Overall

1

37

16%

2

3

2%

3

1

1.25%

| Number of Requests per User | Number of Users | Total |
|-----------------------------|-----------------|-------|
| 1 - 9 | 674 | 2084 |
| 10 - 19 | 90 | 1208 |
| 20 - 29 | 47 | 1114 |
| 30 - 39 | 20 | 682 |
| 40 - 49 | 9 | 395 |
| 50 - 59 | 7 | 366 |
| 60 - 69 | 4 | 267 |
| 70 - 79 | 3 | 231 |
| 80 - 89 | 2 | 174 |
| 90 - 99 | 2 | 181 |
| 100 + | 3 | 508 |

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